

INFORMATION TECHNOLOGY SPECIALIST III

POSITION SUMMARY: Resolves technical issues that originate by telephone or email in a call center/help desk environment. The IT Specialist's role is to: ensure proper computer operation so that end users can accomplish necessary tasks; support and maintain desktops, computer systems and peripherals; deliver support to end users throughout the City about how to use various types of software programs efficiently and effectively in fulfilling their business objectives; design, install, monitor, maintain and performance tune production databases while ensuring high levels of data availability; design, build and implement network systems across the enterprise; support the stable operation of the computer network; ensure the stability and integrity of wireless network services; and build the operations end of the City of Wyoming web site(s) and keep them running smoothly. This position is responsible for acting as a program and/or project lead person and trainer in the Information Technology Department.

SUPERVISION RECEIVED: Work is performed under the direct supervision of an Information Technology Supervisor.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform essential job functions satisfactorily.*

1. Lead Projects and IT Program(s); coordinate daily operations, direct project and program resources as allocated by an IT Supervisor or Director; communicate resource needs to IT Supervisor or Director.
2. Provide client support; escalation resource for HelpDesk for 1st line support/basic troubleshooting of hardware/software; general training and documentation for end users.
3. Provide desktop support including deployment of new assets, software audits, troubleshooting workstation configuration, applications, and procedures for end users.
4. Provide mobile device support; troubleshoot and address repair issues.
5. Maintain computer network servers; includes setup, installation, and reconfiguration.
6. Maintain and support infrastructure/network; manage network switches, routers, firewalls, system events, wiring/cabling, DNS, DHCP, TCP/IP, Active Directory, security, Antivirus and Spyware, VPN clients and general administration.
7. Provide SCADA support (monitor and maintain networking equipment at multiple sites; troubleshoot and resolve communication issues; provide technical assistance for Utilities personnel).
8. Maintain wireless environment (update access and expand areas) for the City of Wyoming.
9. Provide telephone and voicemail support and maintenance.
10. Maintain email administration including directory maintenance, web-based email access, and review spam manager.
11. Provide reliable and expedient access to the City's Intranet and Internet; develop, enhance, and maintain the web sites.

12. Develop and/or support software environment and City applications.
13. Maintain and support Geographical Information Systems (GIS); including maps, databases and web environments.
14. Research and analyze the feasibility of new hardware/software technologies for implementation; develop new processes or uses for existing software applications to offer greater efficiencies.
15. Maintain system components including server backups/restores, patches, upgrades, tape changes, review of event logs, automated patching systems, disk space tracking and monitoring applications.
16. Manage all aspects of computer hardware/software (Fixed Asset Management) acquisition through retirement; auction/disposal for City of Wyoming.
17. Maintain data center (racks, KVM and UPS) operations.
18. Develop documentation and provide cross-training for supported processes and/or procedures to assure support/coverage is available for any reported issue during regular business hours.
19. May assist in preparation of budget requests and provide justification for capital outlay purchases; review and update support and maintenance contracts; assist in development of plans for hardware and software projects.
20. Recommend changes to increase efficiency and effectiveness of IT programs and processes, lead implementation of approved changes.
21. May assume duties and responsibilities in absence of an IT Supervisor.
22. Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. A bachelor's degree in computer science, information systems, or a related field and a minimum of five years responsible work experience in the practical application of computer systems. An equivalent combination of education, training and experience may substitute for the degree requirement.
- B. Proficiency in all aspects of the essential job functions of the IT Specialist I and II positions.
- C. Demonstrates ability to gather and analyze data for the purpose of preparing accurate and timely reports, memoranda, letters, and responses to requests for information.
- D. Demonstrates ability to communicate and present information effectively; both in verbal and written manner to varied audiences.
- E. Has established effective working relationships and using tact, good judgment and resourcefulness when working with staff, volunteer workers, other organizations, vendors,

and the public.

- F. Work effectively within deadlines, under stress, and with changing work priorities. Demonstrated ability to manage multiple projects simultaneously, and successfully follow through on tasks, assignments and/or projects to completion with proper notification through the process
- G. Supports and promotes adherence to Information Technology policies and procedures.
- H. Possesses excellent organizational skills and an ability to approach problem solving in a logical and systematic manner.
- I. Sound knowledge of tools and available resources for monitoring or resolving hardware, software and/or infrastructure issues.
- J. An employee who is appointed to this position must maintain the licenses and certifications required for this job assignment.
- K. Keep abreast of new developments, new techniques, and current legislation and regulatory developments and issues through continued education and professional growth.
- L. Demonstrates the ability to work as a team and with minimum supervision. Demonstrates the ability to supervise and train; possesses self-supervising attributes and a positive, congenial attitude.
- M. Familiarity with facts and principles related to infrastructure management platforms and applications. Proven project planning, coordination, and implementation skills.
- N. Ability to work varying schedules as necessary to accomplish specific and unique assignments, including duty time, standby for afterhours IT support coverage and emergency events and disasters.
- O. Possession of a valid Michigan motor vehicle operator's license.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee frequently is required to sit; have dexterity of hands and fingers to operate a computer keyboard, mouse, tools and to handle other computer components. The employee must frequently lift and/or move items of moderate weight, such as computers/servers and peripherals. Bending, twisting, and stooping are also frequent requirements.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually moderate. The employee will be required to drive in inclement weather.

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